

How to Resolve “No Record Found” Message - OSOS Job Matching Procedure

1. From the customer’s OSOS record, click **Start Match** at the bottom of the Customer Detail window. This will bring you to the Job Order Search section of the Employer Tab.

The screenshot shows the OSOS Customer Detail window. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main content area is divided into several sections: Customer Data (SSN, Status, Job Seeker, Username, Last Name, Date of Birth, Address, City, County, Phone, Email, URL, U.S. Citizen), Education & Employment (Education Level, School Status, Employment Status, Underemployed, Long Term Unemployed), and Contact Preferences (Use Postal, Fax, Pri. Phone, Email, Alt. Phone). At the bottom, there are buttons for Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, I/F, Ret to Srch, Comments, Tag, Resume, Sched, and Message. A blue arrow points to the 'Start Match' button.

2. Click **Search**. One possible outcome is “No Matches Found” as depicted below.

The screenshot shows the OSOS Job Order Search window. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main content area is divided into sections: Quick Search (General Info, Job Detail, List Search, Custom), Job Order # (JO 1), and Origination ID (ID 1). Below these sections is a table with columns: Company, Job Title, Order #, Listing Date, Status, Age, Origination, Orig ID, Ref. Rqs, and Ref. Mac. At the bottom, there are buttons for Options, Search, Clear, Detail, Comments, Assign to List, Post Match, and Refer. A blue arrow points to the 'Search' button, and another blue arrow points to the 'No Matches Found' message at the top right.

3. When this happens, navigate to the **General Info** tab of the Job Order Search section, and take a screen shot of the ONET codes and zip code parameters before moving forward.

EMPLOYER

Job Order Search

No Matches Found

Quick Search General Info Job Detail List Search Custom

Origination Order Status Open

Emp Job Title Emp Req # Job Order Date From Thru

Source (State) Source (Fed) Last Open Date From Thru

O*Net Titles 43902100 Data Entry Keyers O*Net Titles 43906100 Office Clerks, General

O*Net Titles 19409901 Quality Control Analysts O*Net Titles 41203100 Retail Salespersons

Category Staff Assigned Change

WB Office

Employer Information Contact Information Job Location

Employer ID Contact Last Name City

Company Name Suppressed County

Ownership NAICS Email URL Fax

Phone Mail In Person Zip 14445 Radius 25 miles

Company	Job Title	Order #	Listing Date	Status	Age	Origination	Orig ID	Ref. Rqs	Ref. Mac

Options Search Clear Detail Comments Assign to List Post Match Refer

4. Next click **Clear** at the bottom of the window.

Options Search Clear Detail Comments Assign to List Post Match Refer

5. An error message dialogue box will appear. Clicking Yes will end the Match process. Clicking No will allow you to continue the Match Process.

Click **No** to proceed.

OSOS Error Message -- Webpage Dialog

OSOS Error Message

Would you like to exit from the Match process? Click on 'Yes' to clear all fields and end the match function. Click on 'No' to clear all fields and continue searching in match mode.

Yes No

6. Re-enter the search parameters and click **Search**. This should return results that can be reviewed and matched to the customer.

The screenshot displays a web application interface for job order search. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER (selected), STAFF, and HELP. Below these are sub-tabs: Employer Search, Employer Detail, Job Order Search (selected), Job Order Detail, and Links. The main content area is titled "Job Order Search" and shows "1 - 100 of 821" results. The search criteria section is highlighted with a blue oval and includes the following fields:

- Origination: [Dropdown]
- Order Status: Open [Dropdown]
- Emp Job Title: [Text]
- Emp Req #: [Text]
- Job Order Date From: [Text] Thru: [Text]
- Source (State): [Dropdown]
- Source (Fed): [Dropdown]
- Last Open Date From: [Text] Thru: [Text]
- O*Net Titles: 43902100 Data Entry Keyers
- O*Net Titles: 43906100 Office Clerks, General
- O*Net Titles: 19409901 Quality Control Analysts
- O*Net Titles: 41203100 Retail Salespersons
- Category: [Dropdown]
- Staff Assigned: [Text] Change [Dropdown]
- WB: [Dropdown]
- Office: [Dropdown]

Below the search criteria are three sections: Employer Information, Contact Information, and Job Location. The Job Location section is also highlighted with a blue oval and includes:

- City: [Text]
- County: [Dropdown]
- Zip: 14445
- Radius: 25 miles [Dropdown]

The results table is highlighted with a blue oval and contains the following data:

	Company	Job Title	Order #	Listing Date	Status	Age	Origination	Orig ID	Ref. Rqs	Ref. Mac
<input type="checkbox"/>	7-Eleven	Sales Associate (PDI)	DF5110226	12/04/2022	Open	191	JC - Indexed - n	227624668	0	
<input type="checkbox"/>	7-Eleven	Sales Associate (RIS)	DF5337072	12/31/2022	Open	164	JC - Indexed - n	231404973	0	
<input type="checkbox"/>	7-Eleven	Sales Associate	DF6321028	06/06/2023	Open	7	JC - Indexed - n	241538368	0	
<input type="checkbox"/>	7-Eleven	Sales Associate (PDI)	DF6200400	05/16/2023	Open	28	JC - Indexed - n	240201500	0	
<input type="checkbox"/>	7-Eleven	Sales Associate (PDI)	DF6222707	05/18/2023	Open	26	JC - Indexed - n	240492521	0	
<input type="checkbox"/>	7-Eleven	Sales Associate	DF6200356	05/16/2023	Open	28	JC - Indexed - n	240201487	0	
<input type="checkbox"/>	7-Eleven	Sales Associate	DF5928271	02/12/2023	Open	22	JC - Indexed - n	228242452	0	

At the bottom, there is an "Options" section with buttons for Search, Clear, Detail, Comments, Assign to List, Post Match, and Refer.